

COMPUTER NETWORK-BASED AUTO-ATTENDANT
METHOD AND APPARATUS

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ABSTRACT OF THE DISCLOSURE

According to an embodiment of the present invention, a method for operating
10 a telecommunications system includes receiving a telephone call from an external telephone
line, determining a computer network address and switching data in response to the telephone
call, coupling the telecommunications system with a remote telecommunications system at
the computer network address, transmitting switching data from the telecommunications
system to the remote telecommunications system via the Internet, coupling the telephone call
15 to an auto attendant at the remote telecommunications system in response to the switching
data.

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